



US005500889A

**United States Patent** [19][11] **Patent Number:** **5,500,889****Baker et al.**[45] **Date of Patent:** **Mar. 19, 1996**

[54] **METHOD AND APPARATUS FOR  
PRIORITIZING A TELEPHONE CALL  
ACCORDING TO A LEVEL OF SERVICE OF  
AN ORIGINATOR**

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[21] Appl. No.: **257,619**

[22] Filed: **Jun. 9, 1994**

[57] **ABSTRACT**

[51] **Int. Cl.<sup>6</sup>** ..... **H04M 7/00**

[52] **U.S. Cl.** ..... **379/67; 379/243; 379/112;  
379/142; 379/220; 379/207**

[58] **Field of Search** ..... 379/34, 112, 113,  
379/127, 137, 138, 139, 142, 207, 208,  
220, 221, 279, 243, 244

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A method and apparatus that allows different likelihoods of call completion during very heavy call loading conditions to be supplied to different customers. Customers are assigned to different levels of service and these levels of service are used to manage call completion in throughout the telecommunication network during very heavy call loading periods. Thus, a securities broker may have a higher likelihood of completing a call near the close of a trading session than the average telephone customer. However, each caller may be offered an opportunity to immediately increase his or her level of service and thus likelihood of completing a call to the highest available level if a call is not completed at the caller's lower level of service.

**21 Claims, 10 Drawing Sheets**